

Citizens Advice coronavirus data report

Data trends in October 2020

**citizens
advice**



October 2020



5.7 million

views of our website

Most viewed advice pages

1. Coronavirus: check what benefits you can get
2. Check if you have to self-isolate because of coronavirus
3. Redundancy pay
4. Help filling in your PIP claim form
5. Contact the consumer helpline



162,266

people given advice on the phone, email or webchat

Top issues advisers helped with

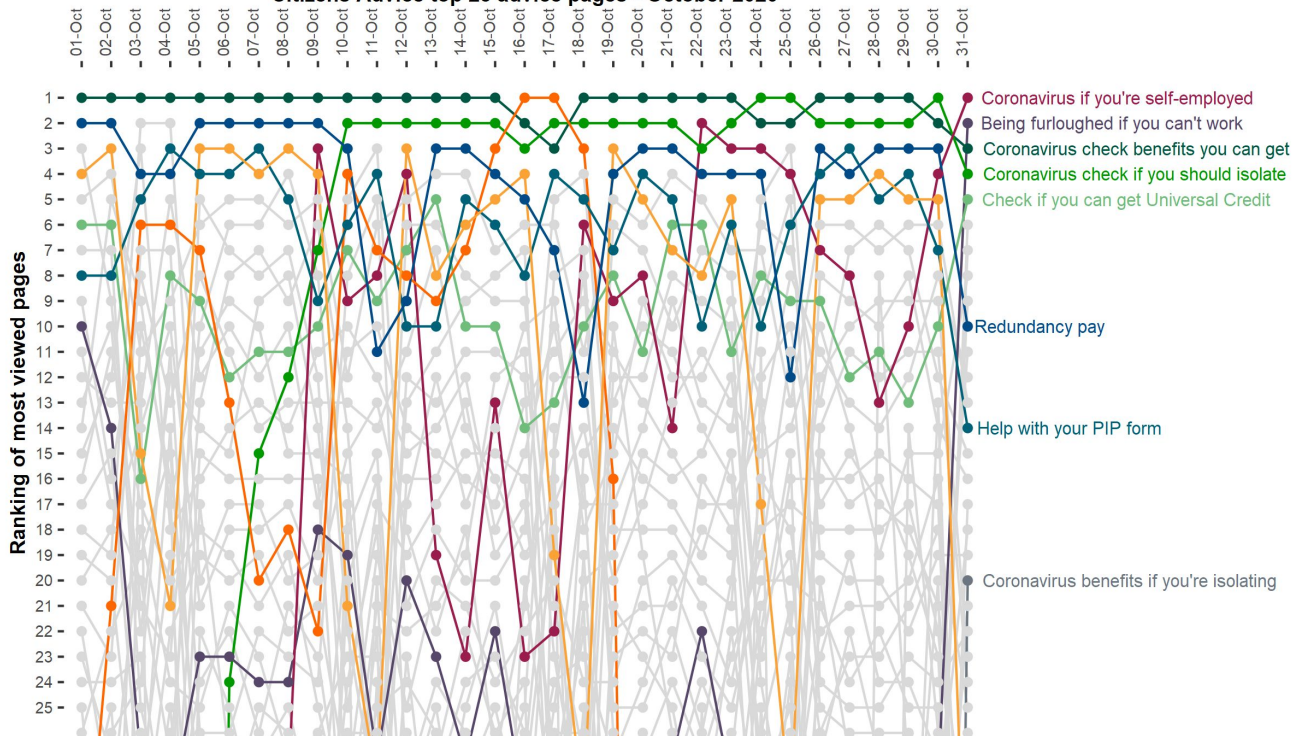
1. Benefits and tax credits - **up 4% on September**
 2. Universal Credit - **up 1% on September**
 3. Debt - **up 9% on September**
-



Top search term: "Redundancy"

Top advice pages on Citizens Advice's website

Citizens Advice top 25 advice pages - October 2020



Our pages related to coronavirus had the highest number of views across October. Our page on coronavirus and if you're self-employed was the most viewed page on the last day of October, despite not featuring in our top 25 most-viewed pages in September.

Pages relating to both benefits and coronavirus featured once again in October, with interest earlier in the month in Universal Credit advances and the minimum income floor, as well as help with PIP.

Our page on meeting with people featured in the top 25 for 18 days, which followed the announcement of new lockdown tiers. It is not labelled in the graph as it subsequently dropped out of our top 25 ranked pages.

Top search terms

Top searches on Citizens Advice's website:

Change from September to October:

①	Redundancy	↓	2%
②	PIP	↑	16%
③	Debt	↑	14%
④	Divorce	↓	16%
⑤	Universal Credit	↑	11%

Changes in Google searches from September to October:



There was an increase in searches for IVA (individual voluntary adjustment) and Trading Standards in October

September:

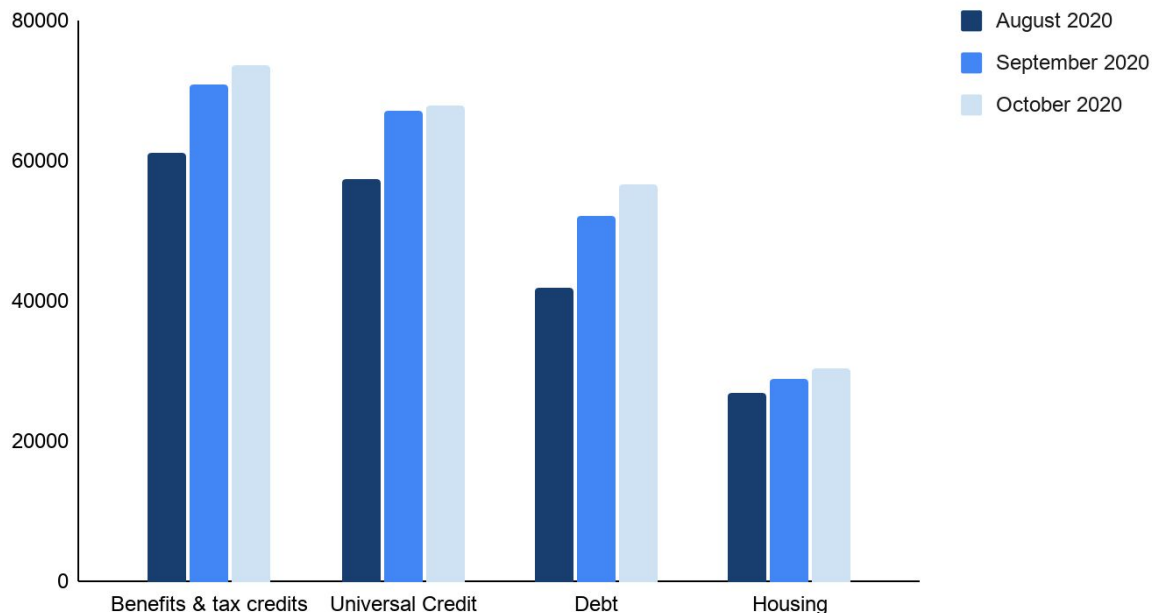
1. Universal Credit
2. Trading standards

October:

1. Trading Standards
2. IVA

Advice given by local offices

Top advice issues in August, September and October 2020



Top four advice areas



In October, our advisers supported people with more than **373,000 issues**. Overall, advice given increased by 6% on the previous month.

Our top four advice areas were **benefits and tax credits** (73,777 issues), **Universal Credit** (67,890 issues), **debt** (56,639 issues) and **housing** (30,410 issues).

In October 2019, our top four advice areas in order were **benefits and tax credits**, **debt**, **Universal Credit**, and **housing**.

Spotlight on Personal Independence Payment

Alex's Story

Alex has been on Personal Independence Payment (PIP) for several years due to physical health conditions. After notifying the DWP of changes to their health ahead of their renewal, Alex was invited to a telephone assessment.

Alex found the assessment exhausting, and felt that the assessor was not listening to what they were saying as they were just reading through a list of questions without considering Alex's needs or responses. They found it hard to break down the impact of their conditions to answer the specific questions, which made it difficult to show how one condition interacts with the others.

Alex told Citizens Advice that the assessment didn't follow the application form and that not all topics were fully covered, including areas that Alex felt were important. Alex doubts their experience would have been the same face-to-face, as they didn't experience these issues during a previous face-to-face assessment.



The number of clients we advised on PIP issues increased by 16% from August to September, and a further 5% in October.

This follows the resumption of some review and reassessment activity for PIP and Disability Living Allowance.